

OSAC online User's Manual

Organisation Approvals Module



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1. Introduction

The “OSAC online” website enables the clients of OSAC to view their aircraft mechanics licences, to apply, to respond to findings which have been notified with corrective action plans or corrective actions and more generally to communicate with OSAC Inspectors via Internet.

Successive batches are already scheduled in order to update this site. This first implementation enables approved organisation managers who created a user account to visualize audits reports, to propose corrective action plan and/or corrective actions for each non-conformity notified and to follow their processing by OSAC.

In the close future few forms will be uploaded enabling you to directly forward applications and follow their processing by OSAC inspectors.

The next updates will be related to the licence module for aircraft mechanics, and to the aircraft module for aircraft owners.

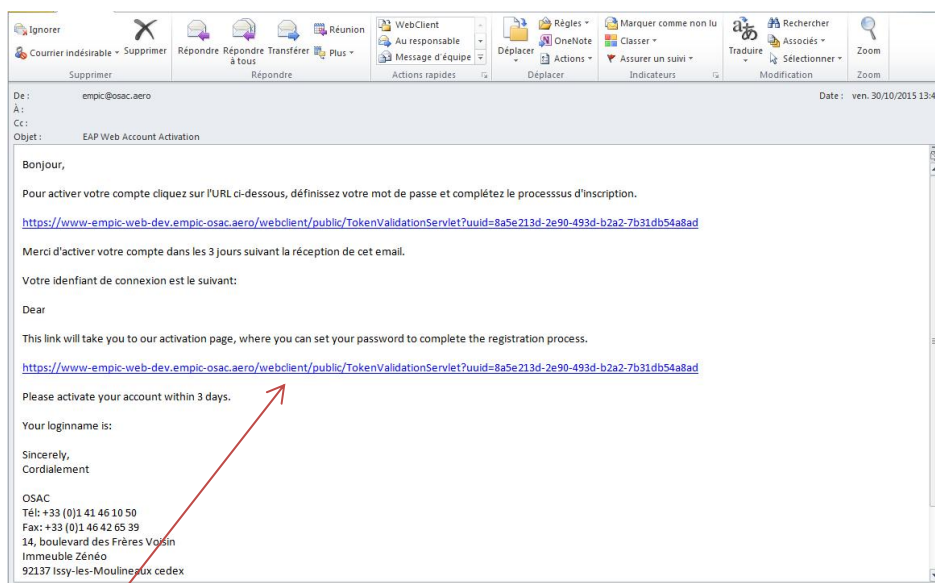
This manual is specifically dedicated to users of “OSAC online” website who are Responsible of approved organisations.

To use the OSAC online site, you need a supported browser like MS Internet Explorer (minimum version 9) or Mozilla Firefox (minimum version 22). You may also use other standard browsers, but we cannot vouch for the correct display of web pages in this case.

Access to the OSAC “online website” is possible as a first step via an URL sent by OSAC Inspector. In a second phase the OSAC “online website” will be also accessible via our Internet website: www.osac.aero

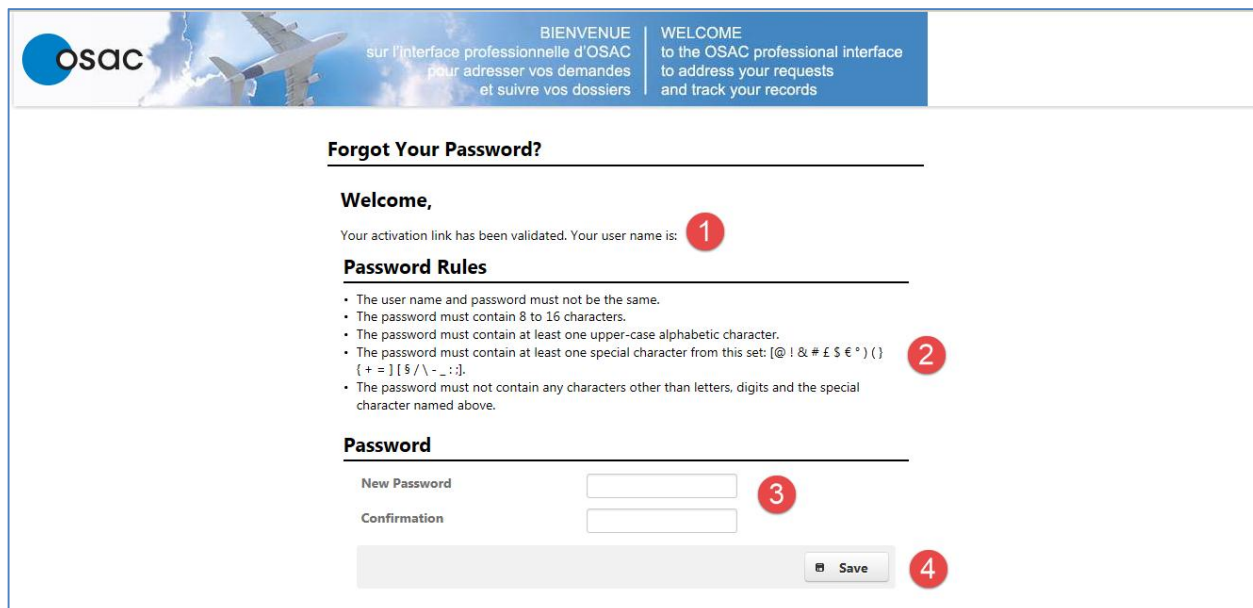
2. Create an Organisation Manager user account

When you receive from empic@osac.aero:



click on the link provided or copy and paste this URL in your favorite browser.

The system asks you to set and confirm your password:



Forgot Your Password?

Welcome,

Your activation link has been validated. Your user name is: 1

Password Rules

- The user name and password must not be the same.
- The password must contain 8 to 16 characters.
- The password must contain at least one upper-case alphabetic character.
- The password must contain at least one special character from this set: [@ ! & # \$ % ^ ' () { + = } [\$ / \ - _ : ;] . 2
- The password must not contain any characters other than letters, digits and the special character named above.

Password

New Password 3

Confirmation 3

Save 4

1 Your user name.

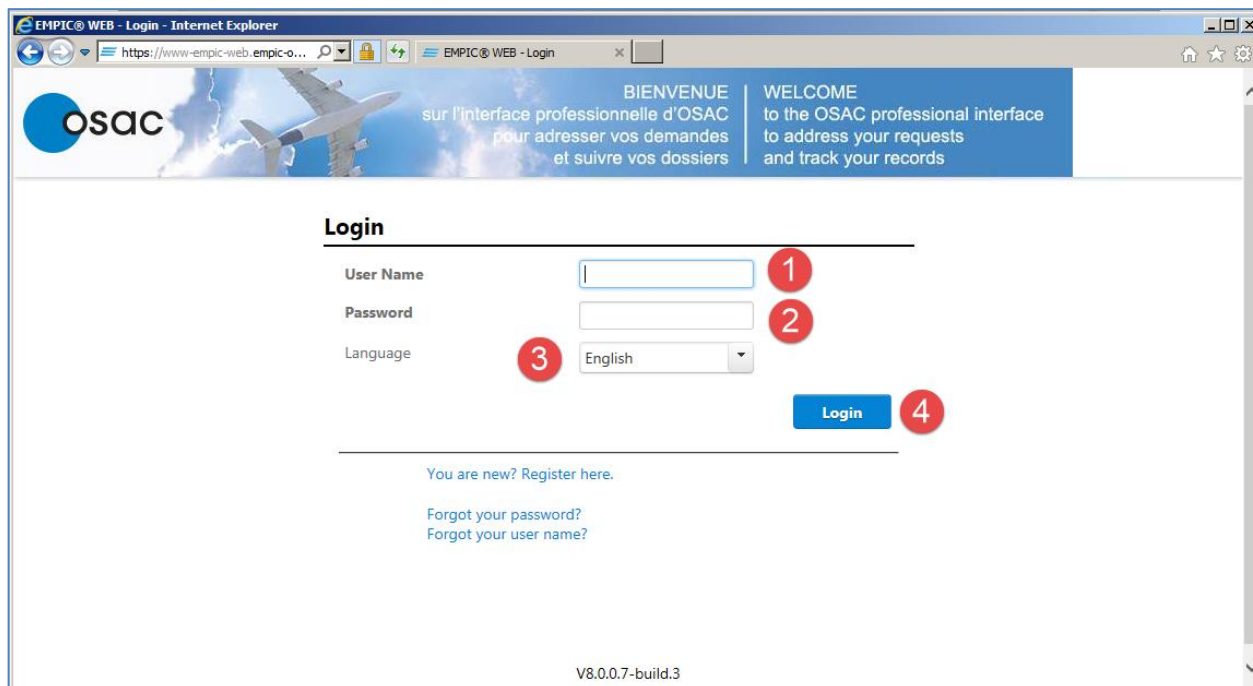
2 Password rules :

- The user name and password must not be the same.
- The password must contain 8 to 16 characters.
- The password must contain at least one upper-case alphabetic character.
- The password must contain at least one special character from this set: [@ ! & # \$ % ^ ' () { + = } [\$ / \ - _ : ;] .
- The password must not contain any characters other than letters, digits and the special character named above.

3 Your new password.

4 Save your new login.

You can from now connect to the OSAC online site with your new login :



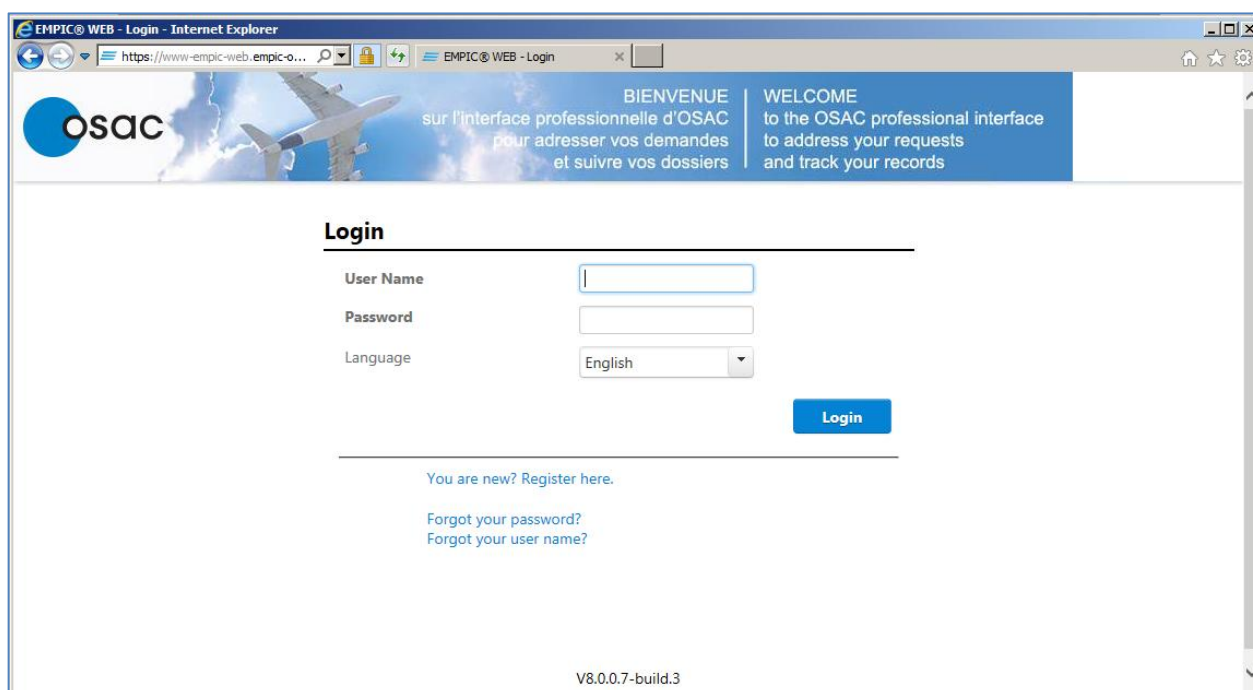
- 1 Your user name
- 2 The password that you just set
- 3 Selection of the GUI language
- 4 The button to start connection

3. Connection to the OSAC online website

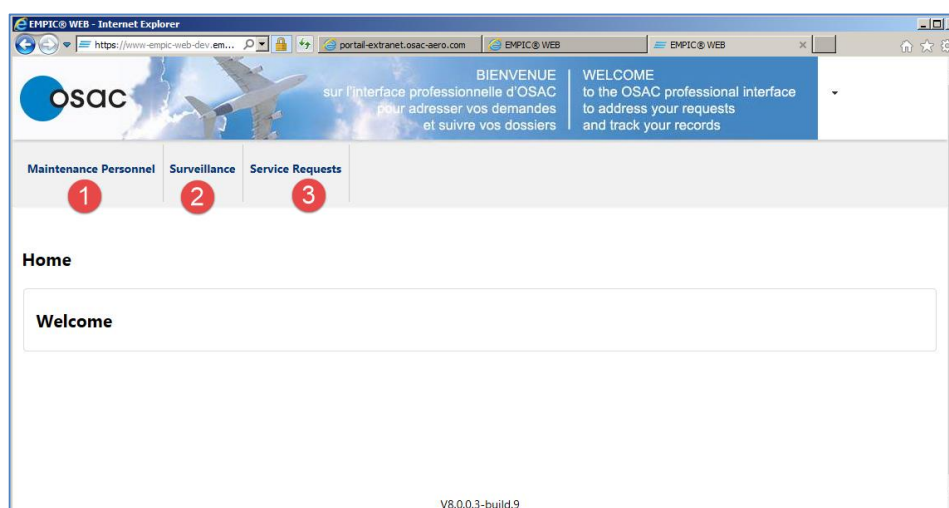
To connect to the OSAC online website use the link below :

<https://www-empic-web.empic-osac.aero/webclient/index.xhtml>

and enter your User Name and Password.



4. Home page of the OSAC online webpage

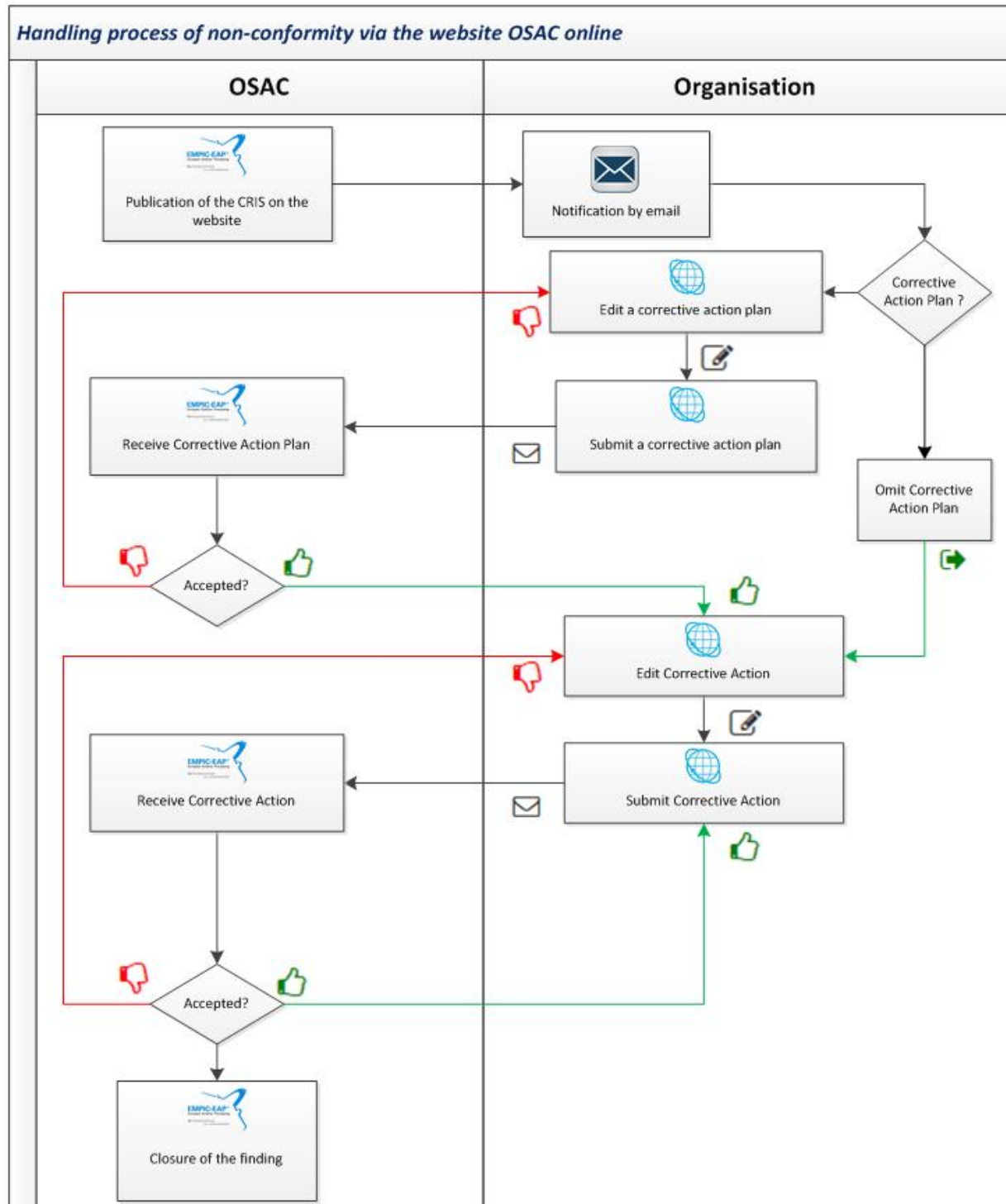


- 1 **Maintenance Personnel:** contains all information related to the mechanics.
- 2 **Surveillance:** contains the use case Corrective Action Handling which is intended for surveyed approved organisations. Here Responsible Managers can submit corrective action plans and closing actions for findings to OSAC.
- 3 **Service Requests:** provides functions to download forms and send requests to the OSAC inspector in charge of the surveillance of your organization.

5. Processing of non-conformities

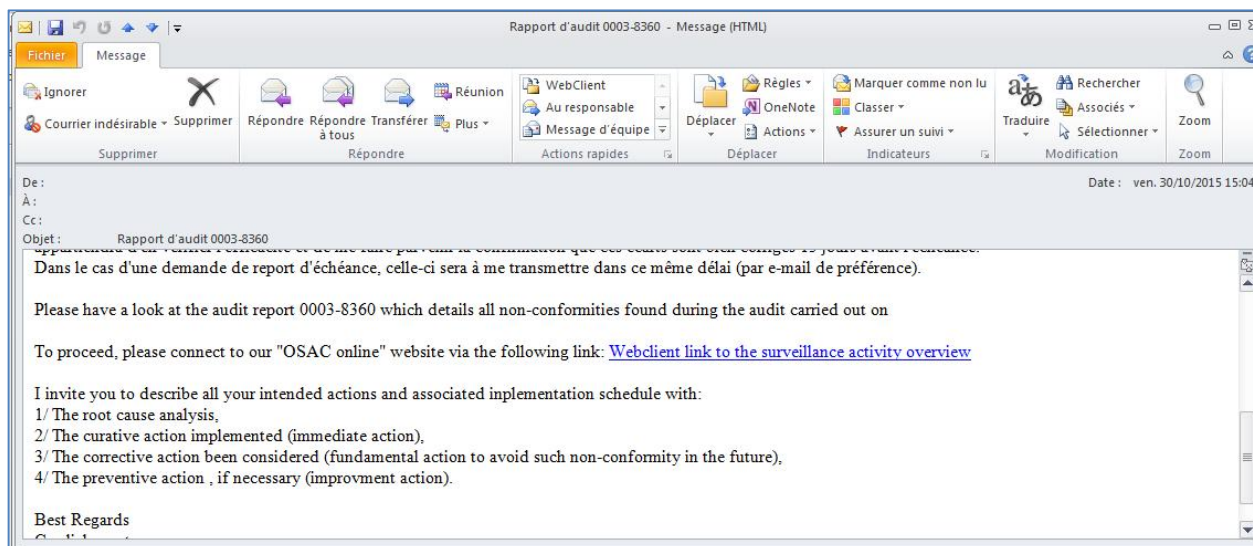
5.1. Handling process of non-conformities

The handling process is the described below:



5.2. Answer to a non-conformity via the “OSAC online” website

As soon as an audit report has been released on the “OSAC online” website, you will receive an e-mail, prompting you to provide corrective actions for the appropriate findings and with a link to OSAC online website included in the e-mail to lead you straight to the concerned surveillance activity after login.

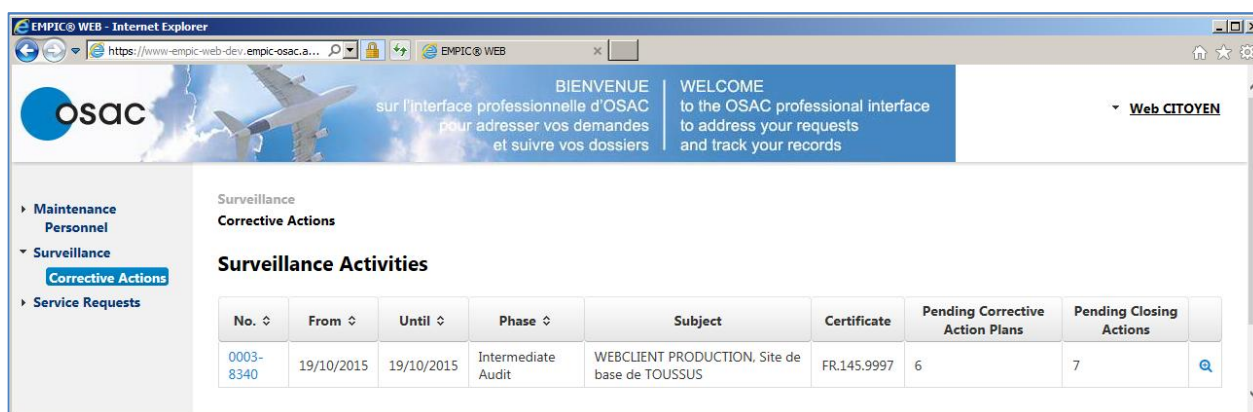


Example of email sent to users with a link to review on line a CRIS (audit report).

5.2.1. Visualize audit reports

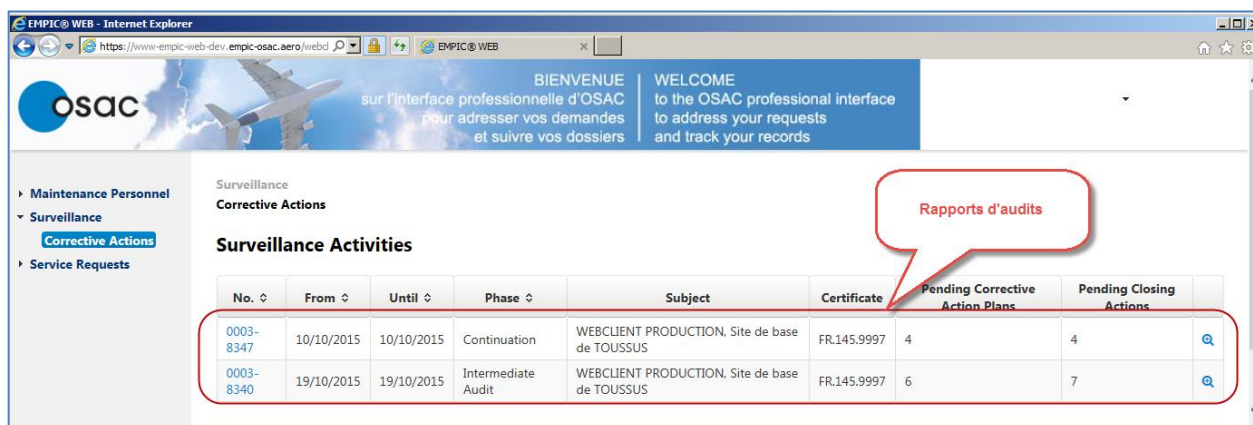
To visualize audit reports and their associated non-conformities on the OSAC online website :

1. Log in on the OSAC online website as indicated at § 3.
2. In the tree select **Surveillance** → **Corrective Actions**



An overview is given exclusively on all audit reports:

- That are released for the “ OSAC online “ website,
- That have open findings or are not closed yet, respectively,
- Where the logged-in user is assigned as the Organisation Manager.



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WELCOME to the OSAC professional interface to address your requests and track your records

Surveillance
Corrective Actions

Surveillance Activities

No. ↕	From ↕	Until ↕	Phase ↕	Subject	Certificate	Pending Corrective Action Plans	Pending Closing Actions
0003-8347	10/10/2015	10/10/2015	Continuation	WEBCIENT PRODUCTION, Site de base de TOUSSUS	FR.145.9997	4	4
0003-8340	19/10/2015	19/10/2015	Intermediate Audit	WEBCIENT PRODUCTION, Site de base de TOUSSUS	FR.145.9997	6	7

Rapports d'audits

A click on the magnifier glass  at the end of a line opens a page which displays the details of the audit report :

Surveillance
Corrective Actions ▶ **Audit 0003-8340**

Audit 0003-8340

From: 19/10/2015 08:00
Until: 19/10/2015 16:00
Phase: Intermediate Audit
Reason:
Subject: WEBCIENT PRODUCTION, Site de base de TOUSSUS
Certificate: FR.145.9997
Certificate Holder: WEBCIENT PRODUCTION, PARTIE 145

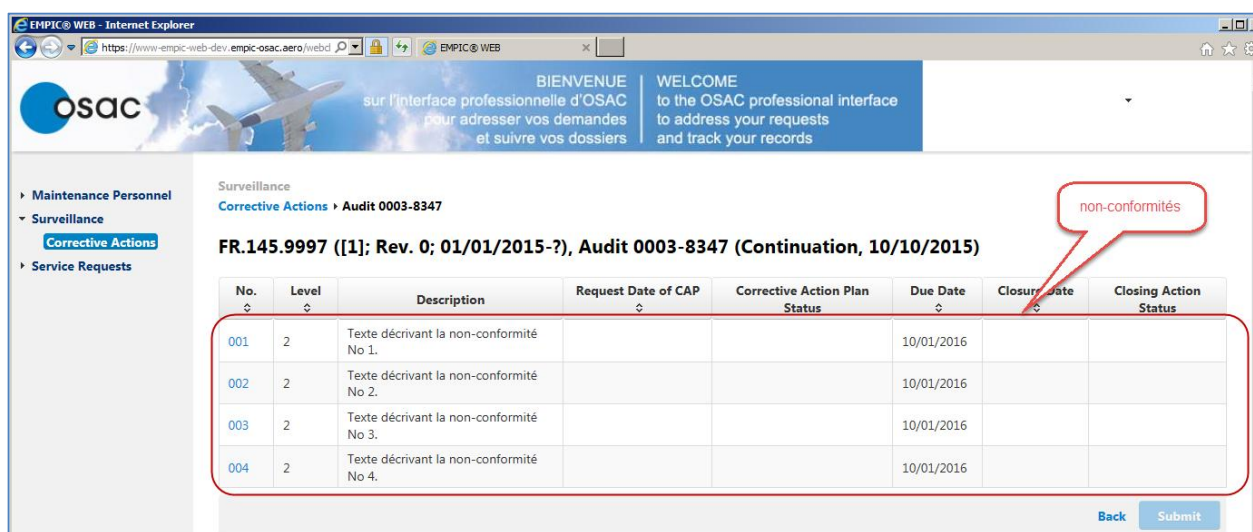
Audit Team Leader

Name:
E-Mail:

Quality Manager

Name:

- Click Back ([Back](#)) to get back to the audit reports overview
- Click on the audit report number link to open the list of open findings.:



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Surveillance
Corrective Actions ▶ **Audit 0003-8347**

FR.145.9997 ([1]; Rev. 0; 01/01/2015-?), Audit 0003-8347 (Continuation, 10/10/2015)

non-conformités

No. ↕	Level ↕	Description	Request Date of CAP ↕	Corrective Action Plan Status	Due Date ↕	Closure Date ↕	Closing Action Status
001	2	Texte décrivant la non-conformité No 1.			10/01/2016		
002	2	Texte décrivant la non-conformité No 2.			10/01/2016		
003	2	Texte décrivant la non-conformité No 3.			10/01/2016		
004	2	Texte décrivant la non-conformité No 4.			10/01/2016		

[Back](#) [Submit](#)

As no finding has been edited yet, the overview lists the finding number, level, description, a request date for the corrective action plan and the due date.

- Click on a finding number link to access the page for entering corrective action plans and closing actions.

5.2.2. Submit Corrective Action Plan to approval

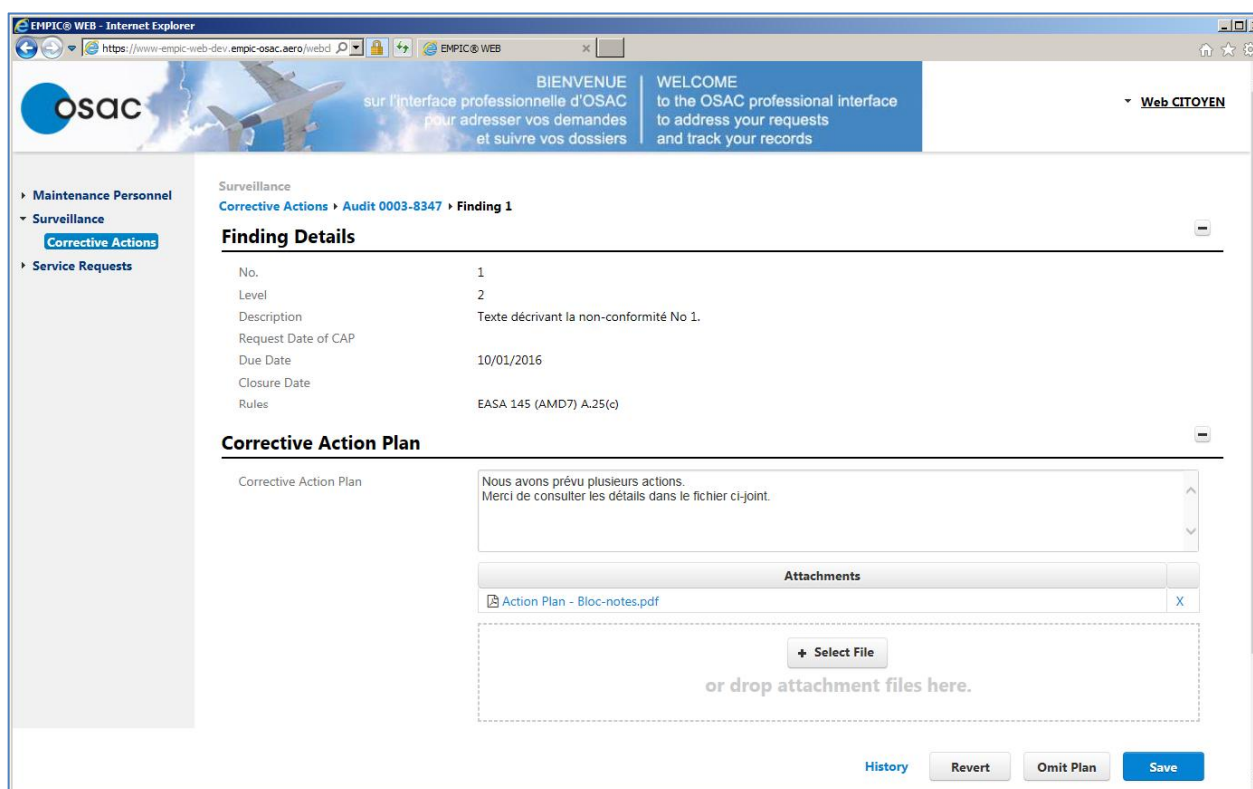
In the Corrective Action Plan panel edit details of your plan.




- If no corrective action plan needs to be submitted to approval click on **"Omit Plan"**. This is a prerequisite.
- If a Corrective Action Plan is requested by OSAC, a date is indicated in "Request Date of CAP (Corrective Action Plan)" column and in this case the **"Omit Plan"** button is not available.

To submit a Corrective Action Plan :

- Enter your intended corrections in the **"Corrective Active Plan"** field.



The screenshot shows the OSAC web interface in Internet Explorer. The page title is 'EMPIC@ WEB - Internet Explorer'. The URL is 'https://www-empic-web-dev.empic-osac.aero/webd'. The page has a blue header with the OSAC logo and a welcome message in French and English. The main content area is divided into a left sidebar with navigation links (Maintenance Personnel, Surveillance, Corrective Actions, Service Requests) and a main panel. The main panel shows 'Finding Details' for 'Finding 1' with fields for No., Level, Description, Request Date of CAP, Due Date, Closure Date, and Rules. Below this is the 'Corrective Action Plan' section with a text area for the plan, an 'Attachments' section with a file named 'Action Plan - Bloc-notes.pdf', and a 'Select File' button. At the bottom are buttons for 'History', 'Revert', 'Omit Plan', and 'Save'.

- Click **Select File** to upload an attachment to be transferred to OSAC, or drag & drop it into the **Attachments** field. The permitted file formats are PDF, JPG, and PNG with a maximum volume of 10 Mb. To remove an attachment, click the **X** icon next to the attachment's file name.
- Click **Save** to save your entries. A saved but not yet submitted entry is marked by a  icon in the findings overview and can be modified anytime at your convenience.
- Clicking **Revert** reverts your changes since the last saving. After your entry has been saved, the **Submit** button is activated which leads you to the Submit page. The corrective action plan is added to the list of submitted

entries for this surveillance activity. Clicking **Back** leads you to the surveillance overview page, where you can add more corrective action plans or closing actions.



EMPIC® WEB - Internet Explorer

https://www-empic-web-dev.empic-osac....

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WELCOME to the OSAC professional interface to address your requests and track your records

Maintenance Personnel Surveillance Service Requests

Surveillance

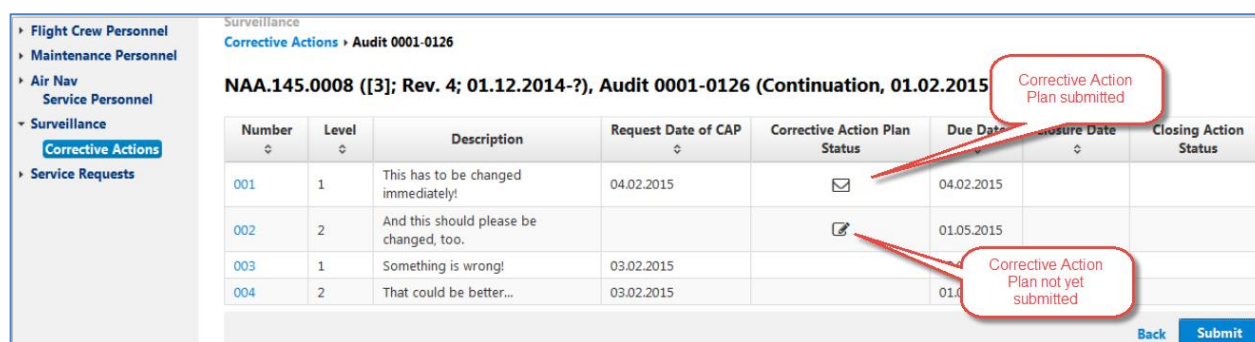
Corrective Actions > Audit 0003-8347 > Submit

FR.145.9997 ([1]; Rev. 0; 01/01/2015-?), Audit 0003-8347 (Continuation, 10/10/2015)

No. ↕	Level ↕	Description	Summary
<input checked="" type="checkbox"/> 001	2	Texte décrivant la non-conformité No 1.	Corrective Action Plan: Nous avons prévu plusieurs actions. Merci de consulter le détail de ce plan dans le fichier ci-joint. Attachments: Action Plan - Bloc-notes.pdf
<input type="checkbox"/> 002	2	Texte décrivant la non-conformité No 2.	Corrective Action Plan: Nous avons prévu plusieurs actions. Action 1: XXX Action 2: XXXX Attachments: No attachments.

Back Submit

- Activate the check boxes of the entries to be submitted to the authority and click Submit. On the surveillance activity page, the submitted corrective action plan for this finding is marked by a ☒ icon. In the following example, the corrective action plan for finding number 001 has been submitted, whereas the plan for finding number 002 has been edited and saved, but not yet submitted:



Flight Crew Personnel

Maintenance Personnel

Air Nav

Service Personnel

Surveillance

Corrective Actions

Service Requests

Surveillance

Corrective Actions > Audit 0001-0126





NAA.145.0008 ([3]; Rev. 4; 01.12.2014-?), Audit 0001-0126 (Continuation, 01.02.2015)

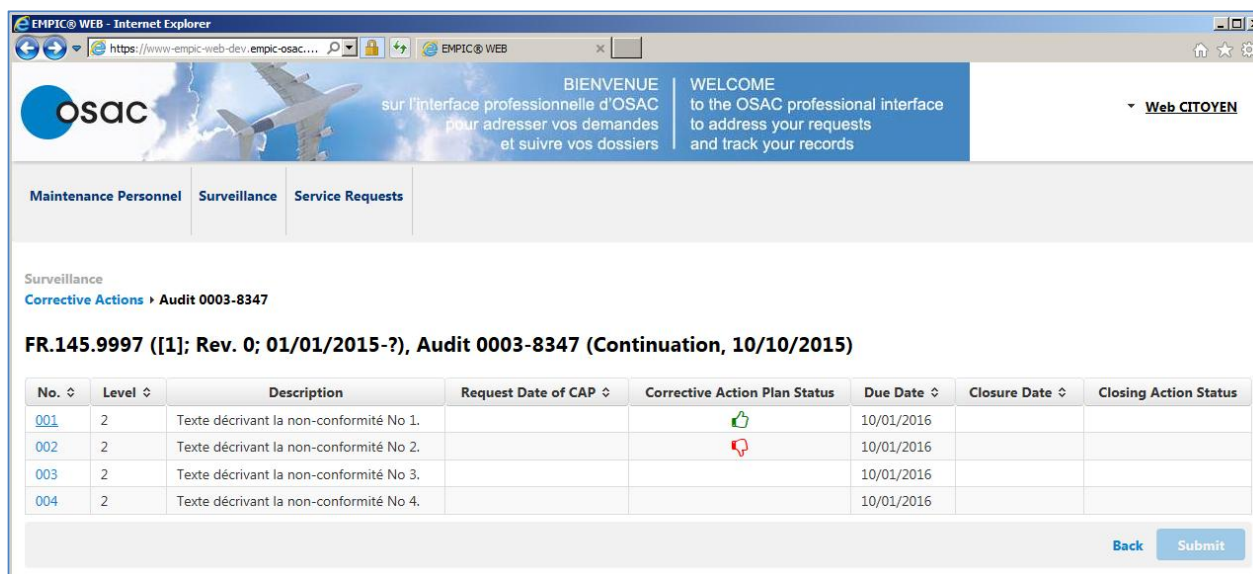
Number ↕	Level ↕	Description	Request Date of CAP ↕	Corrective Action Plan Status	Due Date ↕	Closure Date ↕	Closing Action Status
001	1	This has to be changed immediately!	04.02.2015	<input checked="" type="checkbox"/>	04.02.2015		
002	2	And this should please be changed, too.		<input type="checkbox"/>	01.05.2015		
003	1	Something is wrong!	03.02.2015				
004	2	That could be better...	03.02.2015		01.05.2015		

Back Submit

CAP = Corrective Action Plan

- The OSAC inspector in charge of the surveillance of your organisation may accept or refuse the Corrective Action Plan you submitted. You will be informed by an update of the status field thanks to following icons:

Corrective Action Status	Description
	Corrective Action Plan saved but not yet submitted for approval to OSAC
	Corrective Action Plan submitted to OSAC
	Corrective Action Plan submitted but refused by OSAC
	Corrective Action Plan submitted and accepted by OSAC



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Web CITOYEN

Maintenance Personnel Surveillance Service Requests

Surveillance

Corrective Actions > Audit 0003-8347

FR.145.9997 ([1]; Rev. 0; 01/01/2015-?), Audit 0003-8347 (Continuation, 10/10/2015)

No.	Level	Description	Request Date of CAP	Corrective Action Plan Status	Due Date	Closure Date	Closing Action Status
001	2	Texte décrivant la non-conformité No 1.		Accepted	10/01/2016		
002	2	Texte décrivant la non-conformité No 2.		Omitted	10/01/2016		
003	2	Texte décrivant la non-conformité No 3.		Omitted	10/01/2016		
004	2	Texte décrivant la non-conformité No 4.		Omitted	10/01/2016		

Back Submit

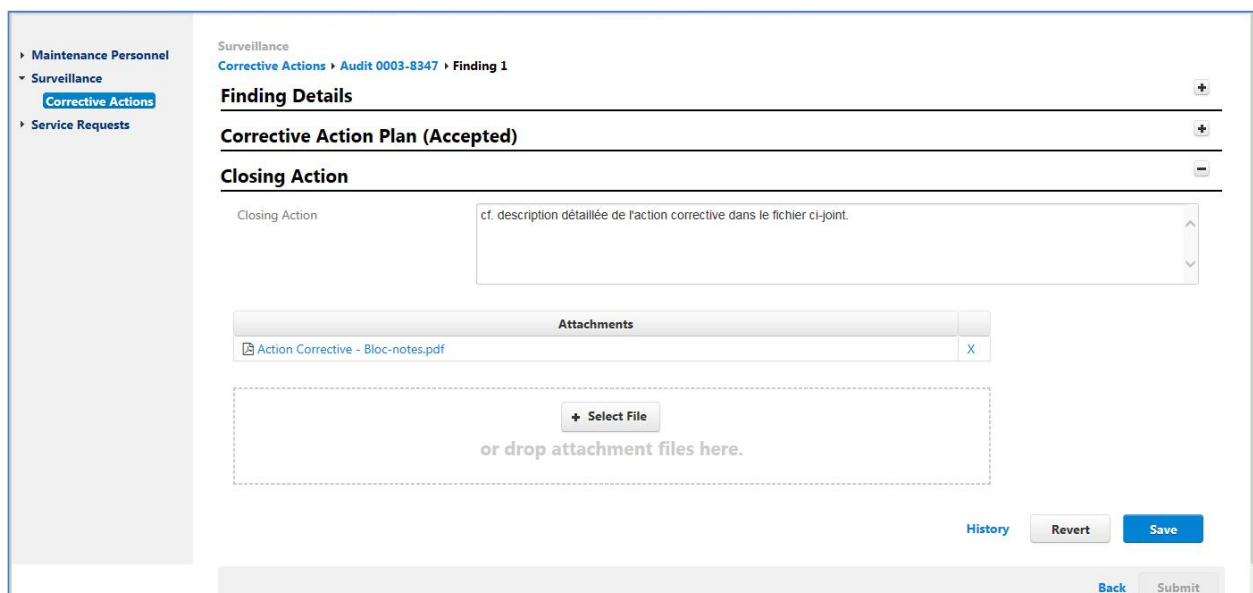
5.2.3. Submit Corrective actions to approval

A closing action has to be entered to close a finding:

- after a corrective action plan has been accepted by OSAC,
- when a corrective action plan has been omitted and OSAC did not request a CAP (click on the "Omit" button).

To edit a corrective action :

1. Select the surveillance activity and finding to be edited as described for the corrective action plan. cf. § 5.2.1),
2. Enter the description of the closing action and optionally add any attachments with evidences (picture, pdf document, etc.)



Surveillance

Corrective Actions > Audit 0003-8347 > Finding 1

Finding Details

Corrective Action Plan (Accepted)

Closing Action

Closing Action

cf. description détaillée de l'action corrective dans le fichier ci-joint.

Attachments

Action Corrective - Bloc-notes.pdf

+ Select File

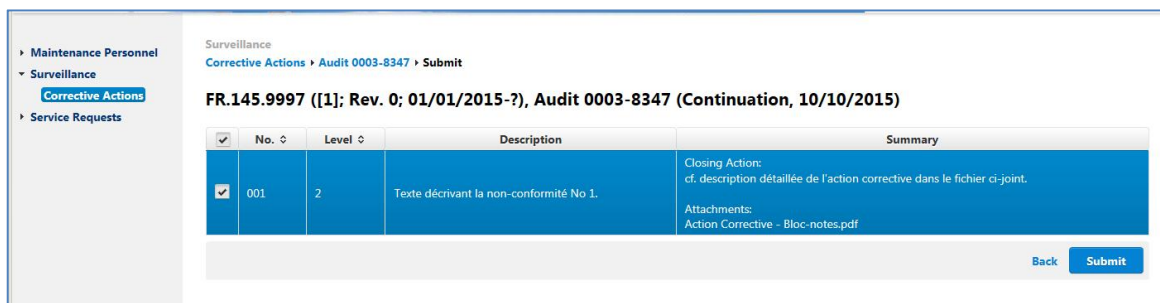
or drop attachment files here.

History Revert Save





Back Submit

1. Click Save **Save** to confirm your entry and add it to the Submit list. Clicking "Revert" reverts your changes since the last saving. In case the corrective action plan has been omitted, you may click **Back to Plan** to revert the entered closing action and to return to the corrective action plan panel,

- Click **Submit** to switch to the **Submit** list,
- In the Submit list, activate the check boxes of the action to be transferred, and click **Submit**.



- The OSAC inspector in charge of the surveillance of your organisation may accept or refuse this corrective action. You will be informed by an update of the status field:

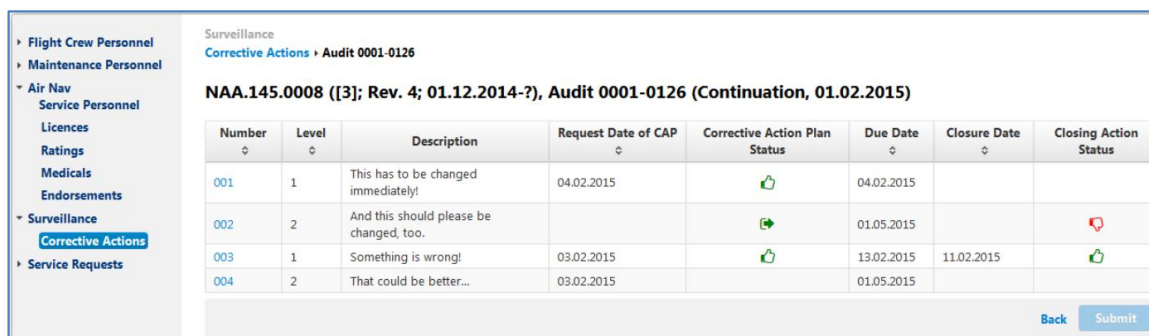
Corrective Action Status	Description
	Corrective Action saved but not yet submitted to approval to OSAC
	Corrective action submitted to approval to OSAC
	Corrective action submitted to OSAC approval but refused by OSAC
	Corrective Action submitted and approved by OSAC






5.3. Responses from organisations to OSAC Inspectors feedbacks

After corrective action plans or corrective actions have been processed by OSAC, their status in the OSAC online Website changes.


In the following example, the findings have the following status :

- Number 001:** A corrective action plan as been submitted and accepted by OSAC. The next step is to submit a closing action to OSAC as described in § 5.2.3.
- Number 002:** The corrective action plan has been omitted; a closing action has been submitted directly. The closing action has been declined by the authority. The next step is to submit a new version of the closing action to the authority.
- Number 003:** The submitted corrective action plan as well as the closing action has been accepted by the authority. The finding is closed, no more action is required.
- Number 004:** Nothing has been done yet..



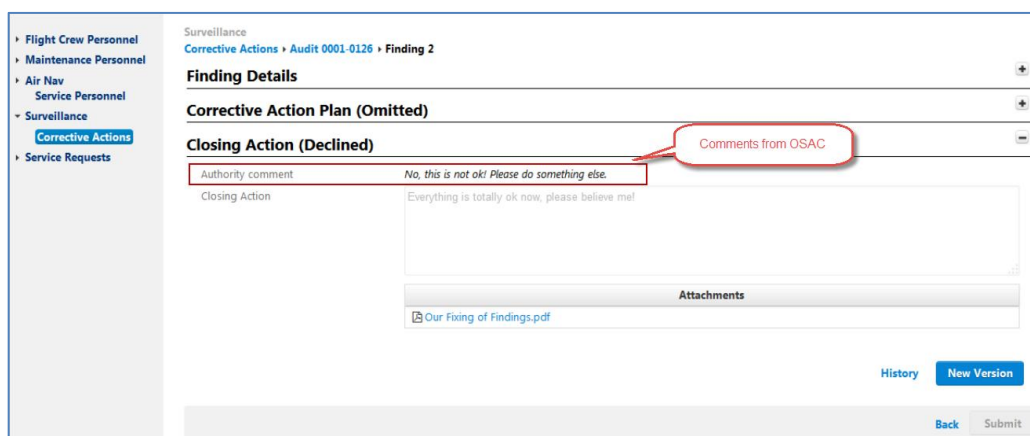
Number	Level	Description	Request Date of CAP	Corrective Action Plan Status	Due Date	Closure Date	Closing Action Status
001	1	This has to be changed immediately!	04.02.2015		04.02.2015		
002	2	And this should please be changed, too.			01.05.2015		
003	1	Something is wrong!	03.02.2015		13.02.2015	11.02.2015	
004	2	That could be better...	03.02.2015		01.05.2015		

5.3.1. Add New Version for Declined Corrective Action by OSAC

In case a closing action (or corrective action plan, respectively) is declined by the authority, a new version has to be submitted. The declined status is indicated by an  icon in the list of findings.

1. To enter a new version of the closing action, click **New Version**.

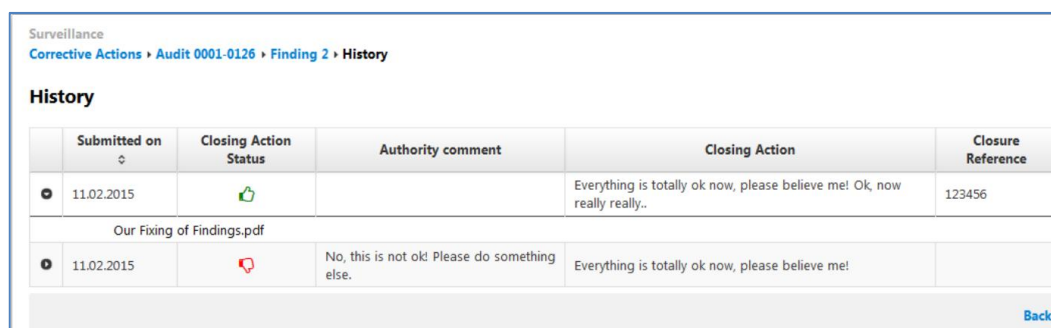
When the corrective action is indicated as refused the “Authority Comments” field indicates the motivation.





2. To enter a new version of the closing action, click “ **New Version** ”
3. Enter a new Closing Action text and attach new or additional documents (only pdf, .png, .jpg/jpeg files with a maximum volume of 10 Mo), if required.
4. Click “**Save**”
5. Click “Submit” to navigate to the submit page.
6. On the **Submit** page, click **Submit** to transfer the new proposal to OSAC. The status of the closing action is set to submit in the findings overview until OSAC has accepted or declined it again.

5.3.2. History of Corrective Actions

Each corrective action plan or closing action panel provides a History link which guides you to a history overview of the appropriate action:



	Submitted on ↓	Closing Action Status	Authority comment	Closing Action	Closure Reference
Our Fixing of Findings.pdf	11.02.2015			Everything is totally ok now, please believe me! Ok, now really really..	123456
	11.02.2015		No, this is not ok! Please do something else.	Everything is totally ok now, please believe me!	

In the example above, the closing action has first been declined by OSAC. A new version has been accepted, so the finding is closed now.

Clicking on the arrow icon at the left opens the list of attached documents, if available.

OSAC SAS

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